

November 21, 2019

Ex Parte via ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Convo's Request for Clarification in *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123

Dear Ms. Dortch:

Our client, Sorenson Communications, LLC ("Sorenson"), was recently contacted by two consumers, each of whom received letters from the General Counsel of their respective former provider, Purple Communications, Inc. or CSDVRS, LLC d/b/a/ ZVRS, informing the consumers that their possession of VRS equipment was conditioned on them maintaining ZVRS or Purple as their default provider. The General Counsel of Purple and ZVRS instructed each consumer that they must immediately return the equipment upon switching default providers. Copies of the letters are attached, with the customers' names and addresses redacted.

In reply comments submitted in the above-captioned proceeding,¹ Sorenson asked the Bureau to clarify its existing rules regarding the permissibility of requiring customers to pay for or return equipment when they port to another provider. Sorenson made this request in response to Convo's claim that ZVRS and Purple acted unlawfully by requiring users to return or pay for equipment if they port to another provider. In particular, Sorenson asked the Commission to clarify that the language to which Convo cited from the Commission's 2007 and 2008 orders² was not intended to prohibit providers from requesting the return of equipment from users who

¹ See Reply Comments of Sorenson Communications, LLC at 8-9, CG Docket Nos. 10-51 and 03-123 (filed Oct. 15, 2019) ("Reply").

² *Telecommunications Relay Servs. & Speech-to-Speech Servs. for Individuals with Hearing & Speech Disabilities*, Report & Order and Declaratory Ruling, 22 FCC Rcd. 20140, 20175 ¶ 94 (2007); *Matter of Telecommunications Relay Servs. & Speech-to-Speech Servs. for Individuals with Hearing & Speech Disabilities*, Second Report & Order and Order on Reconsideration, 24 FCC Rcd. 791, 810 ¶ 38 (2008). Sorenson explained that contrary to Convo's contention, the Commission has never suggested that providers cannot request the return of or payment for equipment if the user ports away. Reply at 8.

Ms. Marlene Dortch
November 21, 2019
Page 2 of 2

port away.³ Although Sorenson as a matter of practice does not currently ask customers to return or pay for equipment if the user ports away, the letters from Purple and ZVRS demonstrate that this practice is, in fact, happening in the marketplace and needs to be addressed. The Commission should act promptly to articulate clearly the applicable standard so that all participants can conform their actions accordingly.

Respectfully submitted,



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Counsel for Sorenson Communications LLC

Attachments

cc: Eliot Greenwald
Michael Scott

³ Reply at 9.

Attachment A



November 12, 2019

Via Email at [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

This letter is to notify that you are in possession of equipment that belongs to Purple Communications, Inc. Our record shows that a P70, iPad and POP light were installed at your residence as leased equipment in accordance with the agreements that you signed on July 3, 2018 that you would maintain Purple as a default provider. Since you no longer maintain Purple as your default provider, all the equipment given to you must be returned to its rightful owner, Purple, immediately.

Please contact Purple Customer Care via videophone at (877) 885-3172 to arrange for the return of the Purple equipment.

Thank you in advance for your cooperation as we look forward to the prompt return of the equipment that belongs to Purple.

Sincerely,

/s/

Gregory Hlibok
Chief Legal Officer
443-574-7042
ghlibok@zvrs.com

Attachment B



Gregory Hlibok
Chief Legal Officer
ZVRS

p: 443.574.7042

w: www.zvrs.com e: ghlibok@zvrs.com

November 12, 2019

Via Email

[REDACTED]
[REDACTED]
[REDACTED]

Via Email at [REDACTED]

Dear [REDACTED],

This letter is to notify you that you are in possession of equipment that belongs to ZVRS. Our record shows that a MacBook Air, iPad and POP light were sent to your residence as leased equipment in accordance with the agreement that you signed on October 17, 2018 that would maintain ZVRS as a default provider. Since you no longer maintain ZVRS as your default provider, all of the equipment given to you must be returned to its rightful owner, ZVRS, immediately. Please contact the Customer Experience Team via videophone at (866) 932-7891 to arrange for the return of the ZVRS equipment.

Thank you in advance for your cooperation as we look forward to the prompt return of the equipment that belongs to ZVRS.

Sincerely,

/s/

Gregory Hlibok
Chief Legal Officer
443-574-7042
ghlibok@zvrs.com



www.zvrs.com